

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part I: Resources (excluding not apply)

Q1. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1A Have all tools and equipment needed</u>											
Strongly agree	23.1%	30.9%	46.2%	7.7%	16.7%	28.1%	7.7%	23.0%	12.8%	26.9%	18.8%
Agree	42.3%	44.1%	38.5%	46.2%	36.4%	40.6%	41.0%	41.9%	30.4%	41.5%	38.5%
Neutral	14.1%	5.9%	0.0%	7.7%	12.1%	9.4%	16.4%	10.8%	18.0%	15.6%	14.5%
Disagree	16.7%	16.2%	15.4%	15.4%	24.2%	18.8%	23.5%	14.9%	25.6%	9.9%	19.1%
Strongly disagree	3.8%	2.9%	0.0%	23.1%	10.6%	3.1%	11.5%	9.5%	13.2%	6.1%	9.1%

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N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1B Have adequate space to do my job</u>											
Strongly agree	22.2%	37.7%	38.5%	15.4%	19.7%	28.1%	7.2%	35.7%	16.4%	28.1%	21.5%
Agree	45.7%	34.8%	38.5%	7.7%	15.2%	37.5%	46.7%	35.7%	35.7%	42.9%	38.3%
Neutral	11.1%	14.5%	7.7%	38.5%	12.1%	12.5%	20.0%	15.7%	13.9%	10.5%	14.3%
Disagree	14.8%	7.2%	15.4%	23.1%	25.8%	12.5%	15.6%	8.6%	21.7%	10.5%	15.5%
Strongly disagree	6.2%	5.8%	0.0%	15.4%	27.3%	9.4%	10.6%	4.3%	12.3%	8.1%	10.3%

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N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1C Get supplies needed to do my job in timely manner</u>											
Strongly agree	19.7%	32.8%	38.5%	15.4%	29.2%	45.2%	3.8%	21.6%	16.7%	27.8%	20.4%
Agree	46.1%	43.3%	53.8%	61.5%	36.9%	38.7%	30.6%	41.9%	39.8%	45.8%	40.5%
Neutral	17.1%	11.9%	0.0%	0.0%	15.4%	9.7%	29.0%	13.5%	17.1%	14.2%	17.2%
Disagree	11.8%	9.0%	7.7%	23.1%	13.8%	6.5%	20.8%	12.2%	15.9%	9.4%	13.9%
Strongly disagree	5.3%	3.0%	0.0%	0.0%	4.6%	0.0%	15.8%	10.8%	10.6%	2.8%	8.0%

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N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1D Repairs to equipment are done timely</u>											
Strongly agree	17.7%	20.6%	30.8%	15.4%	21.5%	25.0%	3.8%	14.9%	10.2%	19.2%	14.2%
Agree	40.5%	39.7%	46.2%	38.5%	41.5%	46.9%	19.2%	37.8%	34.8%	41.3%	35.4%
Neutral	20.3%	26.5%	7.7%	38.5%	15.4%	12.5%	28.0%	16.2%	23.4%	21.6%	22.4%
Disagree	16.5%	10.3%	15.4%	0.0%	18.5%	12.5%	31.3%	14.9%	17.2%	10.1%	17.3%
Strongly disagree	5.1%	2.9%	0.0%	7.7%	3.1%	3.1%	17.6%	16.2%	14.3%	7.7%	10.7%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part I: Resources (excluding not apply)

Q1. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q1E City voice mail system meets needs</u>											
Strongly agree	25.3%	42.4%	23.1%	30.8%	24.2%	51.7%	14.5%	29.6%	16.3%	18.9%	22.3%
Agree	45.3%	37.3%	69.2%	61.5%	53.0%	34.5%	42.7%	38.9%	45.4%	56.8%	47.2%
Neutral	28.0%	11.9%	0.0%	0.0%	13.6%	13.8%	28.2%	16.7%	20.7%	14.2%	18.8%
Disagree	1.3%	6.8%	0.0%	7.7%	7.6%	0.0%	8.1%	5.6%	5.7%	5.9%	5.7%
Strongly disagree	0.0%	1.7%	7.7%	0.0%	1.5%	0.0%	6.5%	9.3%	11.9%	4.1%	6.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part I: Resources (excluding not apply)

Q1. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1F City e-mail system meets my needs</u>											
Strongly agree	24.7%	55.0%	30.8%	23.1%	30.8%	48.4%	12.5%	36.5%	20.6%	27.7%	26.0%
Agree	53.4%	35.0%	61.5%	76.9%	49.2%	45.2%	61.4%	38.5%	48.5%	53.0%	51.5%
Neutral	11.0%	5.0%	0.0%	0.0%	16.9%	0.0%	16.5%	15.4%	11.3%	12.0%	12.0%
Disagree	8.2%	3.3%	7.7%	0.0%	3.1%	6.5%	5.7%	0.0%	3.9%	5.4%	4.7%
Strongly disagree	2.7%	1.7%	0.0%	0.0%	0.0%	0.0%	4.0%	9.6%	15.7%	1.8%	5.9%

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Part I: Resources (excluding not apply)

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N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1G Sufficient preparation to fill job vacancies</u>											
Strongly agree	11.7%	10.0%	18.2%	0.0%	3.3%	0.0%	0.6%	4.5%	4.8%	4.7%	4.7%
Agree	13.0%	28.3%	18.2%	15.4%	33.3%	34.5%	19.8%	28.8%	13.5%	14.7%	19.0%
Neutral	28.6%	26.7%	0.0%	46.2%	11.7%	24.1%	27.9%	27.3%	16.5%	27.7%	23.7%
Disagree	20.8%	15.0%	36.4%	15.4%	23.3%	17.2%	25.6%	18.2%	26.1%	25.7%	23.7%
Strongly disagree	26.0%	20.0%	27.3%	23.1%	28.3%	24.1%	26.2%	21.2%	39.1%	27.2%	28.9%

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N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q1H My desktop computer meets my needs</u>											
Strongly agree	15.9%	37.9%	38.5%	15.4%	21.2%	43.8%	3.3%	34.1%	12.1%	21.9%	17.6%
Agree	38.1%	44.8%	53.8%	30.8%	34.8%	31.3%	51.7%	39.0%	35.2%	46.6%	42.0%
Neutral	12.7%	10.3%	7.7%	38.5%	13.6%	6.3%	19.4%	14.6%	15.6%	13.7%	15.2%
Disagree	17.5%	3.4%	0.0%	15.4%	16.7%	18.8%	15.6%	4.9%	13.1%	8.2%	12.3%
Strongly disagree	15.9%	3.4%	0.0%	0.0%	13.6%	0.0%	10.0%	7.3%	24.1%	9.6%	12.8%

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N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q1I City vehicles are available when needed</u>											
Strongly agree	18.6%	24.4%	0.0%	33.3%	38.5%	0.0%	9.4%	13.6%	9.0%	25.1%	16.7%
Agree	40.7%	36.6%	25.0%	0.0%	42.3%	20.0%	36.9%	45.8%	30.8%	47.9%	38.7%
Neutral	11.9%	19.5%	25.0%	66.7%	15.4%	80.0%	30.2%	23.7%	13.7%	15.0%	19.1%
Disagree	10.2%	7.3%	25.0%	0.0%	1.9%	0.0%	13.4%	5.1%	25.1%	7.2%	13.2%
Strongly disagree	18.6%	12.2%	25.0%	0.0%	1.9%	0.0%	10.1%	11.9%	21.3%	4.8%	12.4%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part II: Work Environment (excluding not apply)

Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

Q27 Department work in										Total
No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	

Q4A Gender discrimination is problem in work unit

Strongly agree	9.9%	4.4%	7.7%	8.3%	7.8%	3.2%	7.7%	14.7%	11.1%	7.1%	8.8%
Agree	11.1%	10.3%	0.0%	16.7%	9.4%	0.0%	13.8%	10.7%	8.2%	9.3%	9.9%
Neutral	12.3%	11.8%	23.1%	0.0%	17.2%	6.5%	11.0%	16.0%	10.2%	13.2%	12.1%
Disagree	25.9%	29.4%	30.8%	41.7%	25.0%	19.4%	33.7%	25.3%	25.8%	26.9%	27.8%
Strongly disagree	40.7%	44.1%	38.5%	33.3%	40.6%	71.0%	33.7%	33.3%	44.7%	43.4%	41.4%

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Part II: Work Environment (excluding not apply)

Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q4B Racial/ethnic discrimination is problem in work unit</u>											
Strongly agree	11.3%	7.4%	0.0%	7.7%	11.1%	0.0%	8.2%	11.8%	11.7%	12.6%	10.3%
Agree	12.5%	14.7%	7.7%	15.4%	4.8%	3.1%	13.2%	6.6%	10.5%	7.7%	10.0%
Neutral	10.0%	7.4%	23.1%	15.4%	12.7%	9.4%	11.5%	25.0%	10.5%	12.1%	12.2%
Disagree	30.0%	25.0%	30.8%	30.8%	28.6%	28.1%	29.1%	25.0%	22.7%	30.9%	27.3%
Strongly disagree	36.3%	45.6%	38.5%	30.8%	42.9%	59.4%	37.9%	31.6%	44.5%	36.7%	40.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part II: Work Environment (excluding not apply)

Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q4C Unwanted sexual remarks/sexual harassment-problem in work unit</u>											
Strongly agree	1.3%	2.9%	0.0%	0.0%	4.7%	0.0%	0.6%	6.7%	2.0%	5.9%	2.9%
Agree	3.8%	1.5%	7.7%	7.7%	4.7%	0.0%	5.6%	4.0%	5.7%	3.7%	4.5%
Neutral	13.8%	13.2%	15.4%	7.7%	12.5%	6.3%	12.2%	10.7%	10.2%	10.6%	11.3%
Disagree	32.5%	29.4%	23.1%	46.2%	29.7%	15.6%	39.4%	34.7%	29.5%	34.6%	32.7%
Strongly disagree	48.8%	52.9%	53.8%	38.5%	48.4%	78.1%	42.2%	44.0%	52.5%	45.2%	48.6%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part II: Work Environment (excluding not apply)

Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q4D Age discrimination is a problem in work unit</u>											
Strongly agree	7.7%	0.0%	0.0%	7.7%	6.1%	0.0%	8.3%	5.3%	3.3%	5.4%	5.0%
Agree	7.7%	8.7%	0.0%	7.7%	3.0%	3.1%	7.8%	5.3%	5.7%	4.9%	5.9%
Neutral	7.7%	11.6%	15.4%	0.0%	18.2%	9.4%	11.7%	14.7%	12.2%	13.8%	12.4%
Disagree	35.9%	26.1%	38.5%	53.8%	30.3%	21.9%	32.2%	33.3%	26.0%	35.5%	31.2%
Strongly disagree	41.0%	53.6%	46.2%	30.8%	42.4%	65.6%	40.0%	41.3%	52.8%	40.4%	45.4%

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Part II: Work Environment (excluding not apply)

Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

Q27 Department work in										Total
No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	

Q4E My work unit is free from hostility

Strongly agree	18.8%	26.1%	38.5%	30.8%	16.4%	21.9%	14.9%	18.7%	30.4%	16.4%	21.3%
Agree	20.0%	30.4%	15.4%	15.4%	28.4%	37.5%	34.8%	25.3%	28.8%	32.9%	29.8%
Neutral	20.0%	8.7%	15.4%	7.7%	13.4%	18.8%	14.9%	20.0%	10.8%	13.6%	13.9%
Disagree	27.5%	18.8%	23.1%	23.1%	17.9%	18.8%	19.3%	16.0%	15.2%	20.7%	18.9%
Strongly disagree	13.8%	15.9%	7.7%	23.1%	23.9%	3.1%	16.0%	20.0%	14.8%	16.4%	16.0%

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N=1002

Q27 Department work in										Total
No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	

Q4F Treated with respect by co-workers

Strongly agree	28.8%	31.9%	30.8%	38.5%	26.9%	40.6%	22.4%	24.0%	36.3%	26.2%	29.2%
Agree	47.5%	47.8%	53.8%	23.1%	52.2%	53.1%	54.6%	46.7%	45.4%	45.3%	48.0%
Neutral	13.8%	8.7%	7.7%	15.4%	7.5%	0.0%	14.2%	14.7%	7.6%	14.0%	11.1%
Disagree	8.8%	5.8%	0.0%	23.1%	9.0%	6.3%	4.4%	5.3%	7.2%	10.3%	7.4%
Strongly disagree	1.3%	5.8%	7.7%	0.0%	4.5%	0.0%	4.4%	9.3%	3.6%	4.2%	4.2%

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Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q4G Treated with respect by immediate supervisor</u>											
Strongly agree	26.3%	40.6%	69.2%	38.5%	28.4%	37.5%	33.3%	34.7%	42.5%	37.2%	36.8%
Agree	37.5%	34.8%	15.4%	15.4%	34.3%	53.1%	43.2%	34.7%	30.6%	39.1%	36.4%
Neutral	15.0%	13.0%	7.7%	15.4%	13.4%	6.3%	9.3%	6.7%	13.1%	9.3%	11.0%
Disagree	12.5%	5.8%	7.7%	7.7%	7.5%	3.1%	8.7%	9.3%	6.3%	6.0%	7.4%
Strongly disagree	8.8%	5.8%	0.0%	23.1%	16.4%	0.0%	5.5%	14.7%	7.5%	8.4%	8.3%

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Q4. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below. Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q4H Treated with respect by senior management</u>											
Strongly agree	22.8%	30.4%	46.2%	23.1%	21.2%	43.8%	8.8%	28.9%	28.7%	29.5%	25.1%
Agree	31.6%	42.0%	30.8%	38.5%	36.4%	43.8%	26.0%	31.6%	32.3%	36.7%	33.3%
Neutral	22.8%	11.6%	7.7%	7.7%	10.6%	6.3%	19.9%	17.1%	15.1%	16.2%	16.0%
Disagree	10.1%	10.1%	7.7%	23.1%	12.1%	6.3%	19.3%	9.2%	8.8%	11.0%	11.7%
Strongly disagree	12.7%	5.8%	7.7%	7.7%	19.7%	0.0%	26.0%	13.2%	15.1%	6.7%	13.9%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q9a Timely information about things affecting me</u>											
Strongly agree	6.3%	14.7%	23.1%	0.0%	4.5%	9.4%	1.1%	11.8%	7.2%	7.9%	7.0%
Agree	31.3%	35.3%	30.8%	30.8%	32.8%	43.8%	33.7%	28.9%	38.6%	41.1%	36.3%
Neutral	26.3%	14.7%	7.7%	7.7%	10.4%	15.6%	22.1%	19.7%	20.3%	21.5%	19.8%
Disagree	25.0%	25.0%	30.8%	38.5%	31.3%	21.9%	30.9%	23.7%	23.5%	22.9%	25.7%
Strongly disagree	11.3%	10.3%	7.7%	23.1%	20.9%	9.4%	12.2%	15.8%	10.4%	6.5%	11.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q9b Immediate supervisor keeps informed</u>											
Strongly agree	11.3%	20.3%	30.8%	15.4%	11.9%	12.5%	17.6%	18.7%	21.1%	17.0%	17.7%
Agree	32.5%	43.5%	23.1%	7.7%	41.8%	43.8%	51.6%	28.0%	40.6%	34.9%	39.5%
Neutral	23.8%	14.5%	23.1%	15.4%	11.9%	21.9%	14.3%	13.3%	14.7%	24.5%	17.5%
Disagree	26.3%	17.4%	15.4%	46.2%	17.9%	12.5%	10.4%	20.0%	14.3%	16.5%	16.3%
Strongly disagree	6.3%	4.3%	7.7%	15.4%	16.4%	9.4%	6.0%	20.0%	9.2%	7.1%	9.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q9c Newsletter is good source of information</u>											
Strongly agree	6.2%	4.4%	7.7%	7.7%	1.5%	3.1%	1.2%	19.7%	8.7%	6.7%	6.6%
Agree	29.6%	32.4%	23.1%	23.1%	26.9%	37.5%	28.1%	27.6%	26.9%	32.1%	29.1%
Neutral	37.0%	33.8%	38.5%	46.2%	46.3%	34.4%	38.6%	31.6%	36.0%	35.4%	36.7%
Disagree	16.0%	25.0%	15.4%	15.4%	19.4%	21.9%	24.0%	14.5%	17.8%	19.1%	19.4%
Strongly disagree	11.1%	4.4%	15.4%	7.7%	6.0%	3.1%	8.2%	6.6%	10.7%	6.7%	8.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q9d Know where to go when I have questions about work related issue</u>											
Strongly agree	17.3%	23.2%	38.5%	7.7%	11.9%	28.1%	9.3%	26.0%	22.5%	19.6%	18.9%
Agree	56.8%	46.4%	23.1%	61.5%	46.3%	53.1%	58.8%	40.3%	49.8%	56.1%	52.1%
Neutral	14.8%	17.4%	15.4%	7.7%	17.9%	12.5%	19.8%	11.7%	13.7%	13.1%	15.0%
Disagree	7.4%	5.8%	15.4%	15.4%	11.9%	6.3%	7.7%	13.0%	8.8%	8.4%	8.8%
Strongly disagree	3.7%	7.2%	7.7%	7.7%	11.9%	0.0%	4.4%	9.1%	5.2%	2.8%	5.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin-istrative services	City man-ager office	City clerk/city attorney	Comm & econ devel-opment	Finance	Fire Rescue	Parks and recrea-tion	Police	Public services	
<u>Q9e Employees in my department are easy to contact</u>											
Strongly agree	25.0%	30.4%	53.8%	15.4%	23.9%	37.5%	13.8%	18.7%	24.2%	20.0%	22.2%
Agree	50.0%	40.6%	46.2%	76.9%	52.2%	53.1%	64.1%	42.7%	57.7%	55.7%	55.1%
Neutral	16.3%	17.4%	0.0%	0.0%	14.9%	9.4%	16.6%	20.0%	10.9%	14.3%	14.2%
Disagree	8.8%	7.2%	0.0%	7.7%	7.5%	0.0%	2.2%	13.3%	6.0%	7.6%	6.4%
Strongly disagree	0.0%	4.3%	0.0%	0.0%	1.5%	0.0%	3.3%	5.3%	1.2%	2.4%	2.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q9f Employees in other departments easy contact</u>											
Strongly agree	6.5%	3.1%	38.5%	7.7%	9.1%	12.5%	6.9%	9.6%	10.5%	9.3%	9.0%
Agree	50.6%	56.3%	30.8%	15.4%	37.9%	46.9%	41.6%	43.8%	51.5%	43.1%	45.7%
Neutral	24.7%	25.0%	15.4%	46.2%	15.2%	25.0%	35.3%	21.9%	24.1%	23.0%	25.4%
Disagree	14.3%	9.4%	15.4%	30.8%	30.3%	12.5%	11.0%	16.4%	9.7%	19.1%	14.7%
Strongly disagree	3.9%	6.3%	0.0%	0.0%	7.6%	3.1%	5.2%	8.2%	4.2%	5.4%	5.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part III: Communication (excluding not apply)

Q9. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q9g I know who to refer the public to when I receive information requests</u>											
Strongly agree	15.2%	7.7%	30.8%	23.1%	9.2%	9.7%	8.9%	22.4%	18.4%	17.3%	15.1%
Agree	54.4%	66.2%	46.2%	53.8%	47.7%	54.8%	52.8%	36.8%	58.8%	47.1%	52.6%
Neutral	15.2%	10.8%	15.4%	7.7%	16.9%	12.9%	22.2%	22.4%	12.4%	16.8%	16.3%
Disagree	8.9%	10.8%	7.7%	15.4%	21.5%	19.4%	11.7%	10.5%	7.6%	13.0%	11.4%
Strongly disagree	6.3%	4.6%	0.0%	0.0%	4.6%	3.2%	4.4%	7.9%	2.8%	5.8%	4.6%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12a Familiar with City's retirement benefits</u>											
Strongly agree	20.0%	8.8%	23.1%	7.7%	10.8%	28.1%	14.9%	18.2%	17.3%	16.7%	16.3%
Agree	46.3%	55.9%	46.2%	46.2%	58.5%	53.1%	45.4%	51.9%	58.4%	56.5%	53.5%
Neutral	20.0%	22.1%	7.7%	23.1%	15.4%	12.5%	19.0%	19.5%	13.6%	15.8%	16.7%
Disagree	12.5%	13.2%	15.4%	23.1%	12.3%	6.3%	16.1%	7.8%	5.8%	8.6%	10.3%
Strongly disagree	1.3%	0.0%	7.7%	0.0%	3.1%	0.0%	4.6%	2.6%	4.9%	2.4%	3.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q12b Understand what covered by health plan</u>											
Strongly agree	10.0%	5.8%	7.7%	0.0%	3.1%	12.5%	8.7%	11.7%	5.9%	6.6%	7.3%
Agree	37.5%	34.8%	38.5%	23.1%	33.8%	37.5%	40.7%	31.2%	35.0%	29.7%	34.6%
Neutral	13.8%	15.9%	15.4%	30.8%	23.1%	31.3%	20.9%	20.8%	23.6%	20.3%	21.0%
Disagree	21.3%	31.9%	7.7%	38.5%	23.1%	12.5%	23.8%	18.2%	16.9%	25.5%	22.0%
Strongly disagree	17.5%	11.6%	30.8%	7.7%	16.9%	6.3%	5.8%	18.2%	18.6%	17.9%	15.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12c Health plan benefits easy to use</u>											
Strongly agree	8.8%	1.5%	8.3%	0.0%	1.5%	6.3%	6.3%	5.3%	3.8%	2.9%	4.4%
Agree	25.0%	22.1%	33.3%	38.5%	24.6%	25.0%	29.9%	22.4%	28.9%	22.7%	26.2%
Neutral	18.8%	38.2%	16.7%	23.1%	30.8%	25.0%	26.4%	31.6%	24.7%	26.6%	26.7%
Disagree	22.5%	22.1%	8.3%	23.1%	27.7%	37.5%	25.3%	26.3%	20.4%	27.1%	24.4%
Strongly disagree	25.0%	16.2%	33.3%	15.4%	15.4%	6.3%	12.1%	14.5%	22.1%	20.8%	18.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12d Problems with health plan easy to resolve</u>											
Strongly agree	5.1%	3.1%	0.0%	0.0%	1.6%	0.0%	1.8%	2.7%	2.2%	2.5%	2.4%
Agree	11.5%	16.9%	33.3%	8.3%	11.5%	16.1%	14.7%	9.6%	20.6%	16.2%	15.9%
Neutral	37.2%	29.2%	16.7%	33.3%	29.5%	29.0%	34.1%	35.6%	31.4%	25.3%	30.9%
Disagree	19.2%	32.3%	16.7%	41.7%	27.9%	35.5%	32.9%	34.2%	26.9%	33.8%	30.2%
Strongly disagree	26.9%	18.5%	33.3%	16.7%	29.5%	19.4%	16.5%	17.8%	18.8%	22.2%	20.6%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12e City does good job managing my health plan</u>											
Strongly agree	0.0%	3.0%	7.7%	0.0%	0.0%	0.0%	3.5%	0.0%	1.7%	0.9%	1.5%
Agree	3.9%	10.4%	7.7%	0.0%	6.2%	9.4%	11.3%	10.4%	5.1%	7.1%	7.6%
Neutral	19.5%	11.9%	15.4%	23.1%	7.7%	25.0%	35.5%	15.6%	23.2%	9.0%	18.7%
Disagree	26.0%	23.9%	15.4%	15.4%	13.8%	28.1%	18.4%	26.0%	16.4%	23.7%	21.0%
Strongly disagree	50.6%	50.7%	53.8%	61.5%	72.3%	37.5%	31.2%	48.1%	53.7%	59.2%	51.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12f City does good job managing Workers Compensation</u>											
Strongly agree	3.6%	0.0%	0.0%	0.0%	0.0%	23.1%	2.1%	8.5%	3.5%	2.8%	3.5%
Agree	18.2%	25.0%	25.0%	0.0%	10.8%	23.1%	20.7%	28.8%	24.3%	16.3%	20.8%
Neutral	58.2%	43.8%	25.0%	66.7%	62.2%	46.2%	42.1%	33.9%	38.7%	51.8%	45.3%
Disagree	10.9%	18.8%	25.0%	16.7%	10.8%	0.0%	20.0%	13.6%	13.3%	13.5%	14.5%
Strongly disagree	9.1%	12.5%	25.0%	16.7%	16.2%	7.7%	15.0%	15.3%	20.2%	15.6%	15.9%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12g I am knowledgeable about vacation/sick leave benefits</u>											
Strongly agree	25.9%	33.3%	23.1%	15.4%	27.7%	53.1%	20.1%	28.6%	25.3%	25.7%	26.2%
Agree	55.6%	50.7%	69.2%	46.2%	55.4%	40.6%	51.4%	58.4%	59.0%	62.1%	56.6%
Neutral	12.3%	13.0%	0.0%	23.1%	10.8%	3.1%	16.8%	9.1%	12.4%	7.9%	11.6%
Disagree	4.9%	0.0%	0.0%	7.7%	3.1%	3.1%	7.8%	0.0%	2.0%	2.8%	3.3%
Strongly disagree	1.2%	2.9%	7.7%	7.7%	3.1%	0.0%	3.9%	3.9%	1.2%	1.4%	2.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q12h Pay check almost always accurate</u>											
Strongly agree	33.3%	55.1%	46.2%	30.8%	46.3%	75.0%	6.6%	50.6%	28.6%	45.1%	35.0%
Agree	46.9%	39.1%	53.8%	53.8%	49.3%	25.0%	21.0%	42.9%	50.0%	45.1%	41.4%
Neutral	12.3%	4.3%	0.0%	15.4%	3.0%	0.0%	17.7%	5.2%	10.7%	2.3%	8.5%
Disagree	1.2%	1.4%	0.0%	0.0%	1.5%	0.0%	19.3%	1.3%	8.3%	5.6%	7.2%
Strongly disagree	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%	35.4%	0.0%	2.4%	1.9%	7.9%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IV: Compensation & Benefits (excluding not apply)

Q12. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q12i Problems with pay are easy to resolve</u>											
Strongly agree	16.7%	34.8%	37.5%	20.0%	25.0%	52.9%	4.6%	35.7%	19.4%	24.9%	20.7%
Agree	51.4%	41.3%	62.5%	40.0%	35.4%	35.3%	14.5%	37.1%	47.9%	48.1%	39.2%
Neutral	20.8%	15.2%	0.0%	30.0%	35.4%	11.8%	26.6%	21.4%	16.1%	13.8%	19.6%
Disagree	4.2%	6.5%	0.0%	10.0%	4.2%	0.0%	22.0%	4.3%	11.5%	7.7%	10.6%
Strongly disagree	6.9%	2.2%	0.0%	0.0%	0.0%	0.0%	32.4%	1.4%	5.1%	5.5%	10.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q14a City employees who perform well receive adequate recognition</u>											
Strongly agree	3.9%	6.0%	0.0%	8.3%	6.0%	3.1%	1.1%	6.5%	4.4%	6.6%	4.6%
Agree	20.8%	25.4%	16.7%	33.3%	20.9%	46.9%	14.0%	18.2%	22.5%	18.8%	20.6%
Neutral	22.1%	11.9%	33.3%	16.7%	14.9%	12.5%	15.6%	16.9%	22.1%	20.7%	18.8%
Disagree	28.6%	37.3%	41.7%	25.0%	28.4%	15.6%	34.1%	28.6%	25.7%	34.3%	30.4%
Strongly disagree	24.7%	19.4%	8.3%	16.7%	29.9%	21.9%	35.2%	29.9%	25.3%	19.7%	25.7%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q14b Work I perform is evaluated fairly</u>											
Strongly agree	8.8%	16.4%	0.0%	8.3%	17.9%	19.4%	6.6%	15.6%	11.2%	13.3%	11.9%
Agree	36.3%	41.8%	63.6%	58.3%	31.3%	54.8%	38.1%	29.9%	43.2%	40.3%	39.9%
Neutral	21.3%	16.4%	18.2%	0.0%	13.4%	12.9%	25.4%	18.2%	18.8%	21.3%	19.8%
Disagree	22.5%	13.4%	9.1%	25.0%	22.4%	6.5%	16.6%	20.8%	16.4%	14.7%	16.8%
Strongly disagree	11.3%	11.9%	9.1%	8.3%	14.9%	6.5%	13.3%	15.6%	10.4%	10.4%	11.7%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q14c Rewards & recognitions are distributed fairly</u>											
Strongly agree	3.8%	3.0%	0.0%	0.0%	6.1%	3.2%	1.1%	4.1%	3.2%	5.3%	3.5%
Agree	14.1%	20.9%	20.0%	33.3%	21.2%	35.5%	12.5%	14.9%	19.2%	17.7%	17.9%
Neutral	25.6%	29.9%	40.0%	33.3%	12.1%	29.0%	26.7%	21.6%	23.6%	27.8%	25.2%
Disagree	33.3%	28.4%	30.0%	8.3%	30.3%	9.7%	24.4%	29.7%	25.6%	28.7%	26.8%
Strongly disagree	23.1%	17.9%	10.0%	25.0%	30.3%	22.6%	35.2%	29.7%	28.4%	20.6%	26.6%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q14d Promotions are awarded fairly</u>											
Strongly agree	2.6%	4.8%	0.0%	0.0%	4.9%	0.0%	2.9%	5.4%	2.4%	3.9%	3.2%
Agree	14.3%	15.9%	20.0%	25.0%	16.4%	33.3%	20.6%	13.5%	14.2%	13.1%	16.1%
Neutral	26.0%	30.2%	40.0%	33.3%	26.2%	26.7%	20.6%	29.7%	26.0%	29.1%	26.5%
Disagree	23.4%	30.2%	20.0%	16.7%	27.9%	16.7%	22.9%	16.2%	24.0%	24.8%	23.6%
Strongly disagree	33.8%	19.0%	20.0%	25.0%	24.6%	23.3%	33.1%	35.1%	33.3%	29.1%	30.5%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q14e Managers recognize individual accomplishments</u>											
Strongly agree	9.0%	16.2%	0.0%	16.7%	13.4%	9.4%	1.7%	10.4%	10.4%	8.8%	8.9%
Agree	24.4%	27.9%	66.7%	33.3%	22.4%	37.5%	19.3%	20.8%	29.9%	29.8%	26.9%
Neutral	21.8%	22.1%	16.7%	8.3%	25.4%	28.1%	22.7%	22.1%	17.1%	25.6%	21.9%
Disagree	24.4%	20.6%	8.3%	16.7%	16.4%	21.9%	27.1%	15.6%	23.5%	20.9%	22.1%
Strongly disagree	20.5%	13.2%	8.3%	25.0%	22.4%	3.1%	29.3%	31.2%	19.1%	14.9%	20.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q14f Poor performance is dealt with effectively by managers in my work unit</u>											
Strongly agree	3.9%	6.1%	18.2%	0.0%	1.6%	3.1%	2.8%	3.9%	4.1%	3.3%	3.7%
Agree	19.5%	18.2%	27.3%	16.7%	12.9%	31.3%	13.3%	17.1%	19.5%	19.0%	18.0%
Neutral	24.7%	28.8%	9.1%	33.3%	22.6%	18.8%	19.4%	26.3%	24.0%	23.3%	23.3%
Disagree	27.3%	18.2%	27.3%	25.0%	35.5%	28.1%	25.6%	18.4%	26.0%	27.6%	25.9%
Strongly disagree	24.7%	28.8%	18.2%	25.0%	27.4%	18.8%	38.9%	34.2%	26.4%	26.7%	29.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part V: Rewards & Recognition (excluding not apply)

Q14. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q14g City should recognize accomplishment more</u>											
Strongly agree	40.0%	36.8%	41.7%	41.7%	40.9%	25.0%	51.6%	48.1%	43.2%	38.3%	42.6%
Agree	38.8%	35.3%	50.0%	25.0%	31.8%	40.6%	35.2%	35.1%	36.0%	36.9%	36.1%
Neutral	18.8%	20.6%	8.3%	25.0%	24.2%	25.0%	9.9%	13.0%	17.6%	20.6%	17.4%
Disagree	1.3%	5.9%	0.0%	8.3%	0.0%	9.4%	2.2%	0.0%	2.4%	2.8%	2.5%
Strongly disagree	1.3%	1.5%	0.0%	0.0%	3.0%	0.0%	1.1%	3.9%	0.8%	1.4%	1.4%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19a Know city's vision for the future & how my dept contributes</u>											
Strongly agree	5.1%	3.1%	7.7%	18.2%	1.5%	3.2%	1.7%	1.4%	5.3%	9.5%	4.9%
Agree	12.8%	15.4%	30.8%	18.2%	16.9%	25.8%	15.5%	21.6%	22.3%	24.2%	20.0%
Neutral	24.4%	30.8%	15.4%	9.1%	24.6%	6.5%	27.6%	35.1%	31.6%	26.1%	27.6%
Disagree	35.9%	20.0%	30.8%	18.2%	32.3%	45.2%	36.5%	18.9%	29.6%	26.5%	29.8%
Strongly disagree	21.8%	30.8%	15.4%	36.4%	24.6%	19.4%	18.8%	23.0%	11.3%	13.7%	17.7%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19b Know department's performance goals</u>											
Strongly agree	7.6%	13.2%	15.4%	16.7%	9.1%	15.6%	3.8%	4.1%	10.4%	7.5%	8.3%
Agree	25.3%	35.3%	46.2%	16.7%	24.2%	37.5%	26.4%	27.0%	35.3%	36.8%	31.8%
Neutral	26.6%	23.5%	0.0%	25.0%	19.7%	15.6%	23.6%	27.0%	26.9%	21.7%	23.7%
Disagree	31.6%	17.6%	23.1%	16.7%	33.3%	18.8%	27.5%	18.9%	19.7%	21.7%	23.2%
Strongly disagree	8.9%	10.3%	15.4%	25.0%	13.6%	12.5%	18.7%	23.0%	7.6%	12.3%	13.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19c Know how my job supports long range goals</u>											
Strongly agree	7.8%	10.3%	15.4%	25.0%	7.6%	12.9%	3.9%	6.8%	9.8%	11.3%	8.9%
Agree	31.2%	26.5%	46.2%	25.0%	22.7%	32.3%	26.5%	31.5%	29.1%	44.3%	31.9%
Neutral	23.4%	20.6%	15.4%	8.3%	28.8%	32.3%	29.8%	27.4%	32.0%	19.3%	26.3%
Disagree	27.3%	33.8%	7.7%	25.0%	25.8%	19.4%	25.4%	13.7%	17.6%	17.0%	21.1%
Strongly disagree	10.4%	8.8%	15.4%	16.7%	15.2%	3.2%	14.4%	20.5%	11.5%	8.0%	11.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19d City departments work well together</u>											
Strongly agree	1.3%	6.0%	16.7%	0.0%	1.5%	3.2%	1.7%	4.1%	3.7%	7.1%	4.0%
Agree	25.3%	25.4%	33.3%	58.3%	18.2%	29.0%	27.7%	20.3%	27.7%	22.9%	25.6%
Neutral	29.1%	31.3%	16.7%	16.7%	30.3%	19.4%	37.3%	41.9%	38.8%	27.6%	33.3%
Disagree	22.8%	23.9%	25.0%	8.3%	21.2%	29.0%	23.2%	16.2%	20.7%	28.1%	23.0%
Strongly disagree	21.5%	13.4%	8.3%	16.7%	28.8%	19.4%	10.2%	17.6%	9.1%	14.3%	14.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q19e City is moving in right direction</u>											
Strongly agree	3.8%	4.3%	16.7%	0.0%	3.2%	3.2%	3.4%	4.2%	8.1%	7.7%	5.8%
Agree	16.5%	21.7%	25.0%	33.3%	17.5%	22.6%	18.9%	26.8%	24.4%	22.1%	21.8%
Neutral	40.5%	42.0%	33.3%	25.0%	39.7%	45.2%	39.4%	39.4%	42.7%	40.4%	40.7%
Disagree	22.8%	14.5%	25.0%	16.7%	20.6%	19.4%	26.3%	11.3%	16.3%	20.7%	19.6%
Strongly disagree	16.5%	17.4%	0.0%	25.0%	19.0%	9.7%	12.0%	18.3%	8.5%	9.1%	12.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19f Managers realistic in expectations of employee performance</u>											
Strongly agree	7.5%	14.7%	7.7%	9.1%	6.0%	15.6%	1.7%	9.1%	8.4%	6.7%	7.3%
Agree	23.8%	25.0%	38.5%	18.2%	29.9%	56.3%	25.8%	33.8%	36.9%	38.6%	33.1%
Neutral	26.3%	27.9%	15.4%	27.3%	17.9%	12.5%	26.4%	20.8%	24.9%	24.3%	24.1%
Disagree	27.5%	19.1%	15.4%	27.3%	23.9%	12.5%	24.7%	16.9%	16.9%	19.0%	20.2%
Strongly disagree	15.0%	13.2%	23.1%	18.2%	22.4%	3.1%	21.3%	19.5%	12.9%	11.4%	15.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19g Staff in my department are organized effectively</u>											
Strongly agree	6.2%	7.4%	16.7%	8.3%	7.6%	12.5%	2.2%	2.6%	9.8%	9.0%	7.2%
Agree	25.9%	35.3%	25.0%	8.3%	28.8%	40.6%	22.2%	26.3%	31.7%	27.1%	28.1%
Neutral	32.1%	23.5%	33.3%	16.7%	18.2%	15.6%	26.1%	28.9%	22.4%	31.9%	26.0%
Disagree	25.9%	19.1%	8.3%	33.3%	27.3%	21.9%	28.3%	23.7%	21.1%	20.5%	23.2%
Strongly disagree	9.9%	14.7%	16.7%	33.3%	18.2%	9.4%	21.1%	18.4%	15.0%	11.4%	15.5%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q19h Employees in work unit highly motivated about goal</u>											
Strongly agree	10.1%	5.9%	7.7%	8.3%	15.2%	9.4%	13.9%	9.1%	17.8%	6.1%	11.7%
Agree	21.5%	32.4%	46.2%	41.7%	13.6%	31.3%	31.7%	28.6%	28.7%	31.3%	28.9%
Neutral	26.6%	20.6%	15.4%	8.3%	24.2%	21.9%	23.9%	19.5%	18.2%	28.0%	22.7%
Disagree	27.8%	29.4%	23.1%	16.7%	27.3%	28.1%	21.7%	22.1%	20.6%	16.4%	21.9%
Strongly disagree	13.9%	11.8%	7.7%	25.0%	19.7%	9.4%	8.9%	20.8%	14.6%	18.2%	14.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VI: Strategic Direction (excluding not apply)

Q19. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q19i I seldom waste time because I don't know what to do</u>											
Strongly agree	24.0%	41.8%	45.5%	66.7%	32.3%	53.3%	28.1%	25.0%	30.5%	26.8%	30.6%
Agree	38.7%	28.4%	36.4%	16.7%	38.7%	36.7%	35.1%	25.0%	39.9%	45.5%	37.7%
Neutral	20.0%	11.9%	9.1%	16.7%	12.9%	6.7%	13.5%	8.3%	10.7%	8.6%	11.4%
Disagree	6.7%	6.0%	9.1%	0.0%	6.5%	3.3%	14.0%	18.1%	10.7%	10.5%	10.5%
Strongly disagree	10.7%	11.9%	0.0%	0.0%	9.7%	0.0%	9.4%	23.6%	8.2%	8.6%	9.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22a Receive adequate training to perform job responsibilities</u>											
Strongly agree	11.3%	20.3%	27.3%	7.7%	10.8%	15.6%	7.7%	16.4%	17.3%	11.9%	13.5%
Agree	35.0%	37.7%	45.5%	38.5%	33.8%	34.4%	38.5%	37.0%	35.7%	34.3%	36.1%
Neutral	27.5%	17.4%	9.1%	0.0%	21.5%	25.0%	15.9%	21.9%	12.0%	21.4%	18.0%
Disagree	18.8%	15.9%	9.1%	30.8%	29.2%	21.9%	27.5%	17.8%	15.7%	23.8%	21.2%
Strongly disagree	7.5%	8.7%	9.1%	23.1%	4.6%	3.1%	10.4%	6.8%	19.3%	8.6%	11.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22b Receive constructive feedback from immediate supervisor</u>											
Strongly agree	13.9%	20.3%	23.1%	7.7%	17.9%	21.9%	10.9%	18.2%	18.4%	14.1%	15.9%
Agree	31.6%	40.6%	38.5%	61.5%	41.8%	50.0%	53.0%	27.3%	47.2%	38.5%	43.0%
Neutral	21.5%	14.5%	15.4%	0.0%	10.4%	21.9%	15.3%	23.4%	14.0%	17.8%	16.3%
Disagree	22.8%	14.5%	7.7%	15.4%	14.9%	6.3%	10.9%	15.6%	8.8%	18.8%	13.8%
Strongly disagree	10.1%	10.1%	15.4%	15.4%	14.9%	0.0%	9.8%	15.6%	11.6%	10.8%	11.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22c Adequate career opportunities available for me at City</u>											
Strongly agree	6.3%	4.5%	25.0%	8.3%	6.1%	6.9%	5.0%	13.0%	14.6%	7.3%	9.0%
Agree	29.1%	20.9%	16.7%	8.3%	15.2%	20.7%	46.9%	29.9%	38.9%	23.4%	31.6%
Neutral	20.3%	25.4%	25.0%	25.0%	18.2%	31.0%	27.9%	24.7%	20.2%	26.3%	23.9%
Disagree	26.6%	20.9%	16.7%	33.3%	30.3%	13.8%	11.7%	20.8%	12.6%	29.3%	19.8%
Strongly disagree	17.7%	28.4%	16.7%	25.0%	30.3%	27.6%	8.4%	11.7%	13.8%	13.7%	15.6%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q22d City does good job preparing employees for promotions</u>											
Strongly agree	3.8%	7.2%	8.3%	0.0%	1.5%	0.0%	0.6%	5.3%	3.3%	3.4%	3.1%
Agree	6.4%	8.7%	8.3%	8.3%	6.1%	25.0%	13.0%	10.5%	10.8%	11.2%	10.8%
Neutral	28.2%	17.4%	33.3%	16.7%	28.8%	28.1%	22.0%	27.6%	27.4%	20.0%	24.3%
Disagree	29.5%	36.2%	33.3%	33.3%	24.2%	21.9%	34.5%	21.1%	32.8%	40.5%	32.9%
Strongly disagree	32.1%	30.4%	16.7%	41.7%	39.4%	25.0%	29.9%	35.5%	25.7%	24.9%	28.9%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22e Orientation programs for new employees are effective</u>											
Strongly agree	3.8%	5.0%	8.3%	15.4%	4.8%	10.7%	5.7%	11.4%	5.0%	7.9%	6.5%
Agree	27.8%	31.7%	33.3%	7.7%	23.8%	28.6%	42.9%	24.3%	32.7%	29.5%	31.8%
Neutral	39.2%	21.7%	33.3%	7.7%	46.0%	17.9%	29.7%	31.4%	40.5%	36.3%	34.6%
Disagree	22.8%	25.0%	0.0%	30.8%	14.3%	17.9%	8.0%	15.7%	11.4%	15.3%	14.3%
Strongly disagree	6.3%	16.7%	25.0%	38.5%	11.1%	25.0%	13.7%	17.1%	10.5%	11.1%	12.9%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22f I am familiar with Organizational Development & Training programs</u>											
Strongly agree	3.8%	14.7%	23.1%	7.7%	6.1%	0.0%	1.7%	12.0%	4.6%	5.3%	5.7%
Agree	42.3%	29.4%	46.2%	38.5%	43.9%	50.0%	31.4%	33.3%	25.4%	31.4%	32.6%
Neutral	25.6%	19.1%	7.7%	0.0%	21.2%	34.4%	33.7%	17.3%	33.3%	27.5%	27.7%
Disagree	20.5%	20.6%	7.7%	38.5%	21.2%	12.5%	19.4%	18.7%	20.0%	27.1%	21.3%
Strongly disagree	7.7%	16.2%	15.4%	15.4%	7.6%	3.1%	13.7%	18.7%	16.7%	8.7%	12.7%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VII: Professional Development (excluding not apply)

Q22. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q22g Organizational Development & Training programs I have attended are effective</u>											
Strongly agree	3.0%	13.8%	18.2%	12.5%	8.6%	11.1%	1.5%	12.3%	7.4%	6.9%	7.2%
Agree	29.9%	31.0%	27.3%	12.5%	29.3%	37.0%	34.1%	40.0%	31.1%	35.6%	33.0%
Neutral	46.3%	27.6%	36.4%	37.5%	39.7%	37.0%	39.3%	29.2%	38.9%	33.9%	36.8%
Disagree	14.9%	12.1%	9.1%	25.0%	13.8%	7.4%	14.1%	7.7%	13.2%	20.7%	14.5%
Strongly disagree	6.0%	15.5%	9.1%	12.5%	8.6%	7.4%	11.1%	10.8%	9.5%	2.9%	8.4%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q24a Supervisor makes good use of my time</u>											
Strongly agree	17.1%	23.5%	46.2%	0.0%	17.7%	21.9%	23.2%	18.7%	25.0%	23.4%	22.5%
Agree	39.5%	39.7%	30.8%	53.8%	40.3%	46.9%	54.1%	44.0%	44.8%	46.4%	45.8%
Neutral	23.7%	17.6%	15.4%	7.7%	22.6%	18.8%	14.4%	12.0%	14.5%	13.9%	15.7%
Disagree	14.5%	11.8%	0.0%	15.4%	9.7%	12.5%	5.5%	10.7%	9.7%	10.5%	9.7%
Strongly disagree	5.3%	7.4%	7.7%	23.1%	9.7%	0.0%	2.8%	14.7%	6.0%	5.7%	6.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002

	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q24b Have confidence in immediate supervisor's ability to do his/her job</u>											
Strongly agree	22.1%	27.5%	50.0%	15.4%	23.9%	37.5%	30.1%	30.7%	34.3%	33.5%	31.0%
Agree	36.4%	42.0%	33.3%	61.5%	28.4%	37.5%	43.7%	34.7%	37.8%	34.0%	37.6%
Neutral	19.5%	11.6%	8.3%	0.0%	19.4%	9.4%	11.5%	10.7%	11.2%	15.6%	13.1%
Disagree	13.0%	4.3%	0.0%	15.4%	16.4%	6.3%	8.7%	5.3%	7.2%	8.5%	8.5%
Strongly disagree	9.1%	14.5%	8.3%	7.7%	11.9%	9.4%	6.0%	18.7%	9.6%	8.5%	9.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q24c Have confidence in division manager's ability to do his/her job</u>											
Strongly agree	10.8%	20.9%	40.0%	11.1%	16.9%	43.3%	14.3%	27.6%	28.9%	25.2%	23.0%
Agree	36.5%	34.3%	40.0%	44.4%	29.2%	33.3%	29.1%	31.6%	32.9%	35.9%	33.1%
Neutral	27.0%	16.4%	10.0%	22.2%	18.5%	3.3%	22.3%	17.1%	17.9%	19.4%	19.1%
Disagree	16.2%	16.4%	0.0%	22.2%	15.4%	6.7%	16.0%	5.3%	8.9%	11.7%	12.0%
Strongly disagree	9.5%	11.9%	10.0%	0.0%	20.0%	13.3%	18.3%	18.4%	11.4%	7.8%	12.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q24d Have confidence in department director's ability to lead my department</u>											
Strongly agree	16.7%	27.9%	41.7%	18.2%	13.4%	34.4%	3.9%	28.6%	27.8%	21.6%	20.6%
Agree	38.5%	29.4%	25.0%	27.3%	22.4%	25.0%	15.7%	27.3%	38.4%	32.2%	29.6%
Neutral	26.9%	17.6%	16.7%	18.2%	26.9%	25.0%	20.2%	23.4%	15.5%	23.6%	20.9%
Disagree	12.8%	11.8%	0.0%	18.2%	14.9%	12.5%	24.2%	7.8%	9.0%	14.4%	13.8%
Strongly disagree	5.1%	13.2%	16.7%	18.2%	22.4%	3.1%	36.0%	13.0%	9.4%	8.2%	15.1%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q24e City manager's office does good job managing the city</u>											
Strongly agree	7.6%	14.7%	41.7%	7.7%	6.0%	12.5%	4.6%	5.3%	9.5%	9.6%	8.7%
Agree	17.7%	27.9%	25.0%	30.8%	23.9%	34.4%	24.6%	28.0%	25.9%	26.8%	25.7%
Neutral	32.9%	23.5%	8.3%	15.4%	26.9%	28.1%	42.9%	33.3%	30.0%	33.5%	32.4%
Disagree	22.8%	17.6%	8.3%	30.8%	22.4%	12.5%	18.9%	13.3%	14.4%	17.7%	17.4%
Strongly disagree	19.0%	16.2%	16.7%	15.4%	20.9%	12.5%	9.1%	20.0%	20.2%	12.4%	15.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part VIII: Perceptions of Management (excluding not apply)

Q24. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate how much you agree with each of the following statements by circling the corresponding number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q24f My division/depart could respond effectively to major crisis or disaster</u>											
Strongly agree	23.4%	14.7%	41.7%	38.5%	17.2%	31.3%	14.4%	17.3%	31.6%	26.3%	23.7%
Agree	41.6%	44.1%	25.0%	23.1%	29.7%	28.1%	45.6%	42.7%	32.8%	38.5%	38.0%
Neutral	27.3%	19.1%	8.3%	15.4%	21.9%	12.5%	16.7%	26.7%	12.4%	21.1%	18.4%
Disagree	5.2%	13.2%	8.3%	7.7%	17.2%	18.8%	14.4%	4.0%	11.2%	8.5%	10.9%
Strongly disagree	2.6%	8.8%	16.7%	15.4%	14.1%	9.4%	8.9%	9.3%	12.0%	5.6%	9.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin-istrative services	City man-ager office	City clerk/city attorney	Comm & econ devel-opment	Finance	Fire Rescue	Parks and recrea-tion	Police	Public services	
<u>Q25a Ensure employees have resources to do job</u>											
Very important	68.4%	52.9%	53.8%	69.2%	70.1%	53.1%	79.2%	63.2%	76.3%	59.3%	68.5%
4	21.5%	26.5%	15.4%	15.4%	22.4%	28.1%	13.7%	25.0%	14.9%	26.3%	20.1%
Somewhat important	6.3%	17.6%	23.1%	15.4%	6.0%	12.5%	4.9%	9.2%	6.4%	12.0%	8.8%
2	3.8%	0.0%	0.0%	0.0%	1.5%	6.3%	0.5%	1.3%	1.2%	1.4%	1.4%
Not important	0.0%	2.9%	7.7%	0.0%	0.0%	0.0%	1.6%	1.3%	1.2%	1.0%	1.2%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin-istrative services	City man-ager office	City clerk/city attorney	Comm & econ devel-opment	Finance	Fire Rescue	Parks and recrea-tion	Police	Public services	
<u>Q25b Improving internal communication</u>											
Very important	57.7%	59.4%	69.2%	69.2%	70.1%	56.3%	52.5%	61.8%	46.6%	49.3%	53.7%
4	30.8%	26.1%	7.7%	15.4%	23.9%	21.9%	27.3%	19.7%	27.3%	34.4%	27.6%
Some important	7.7%	10.1%	15.4%	15.4%	4.5%	12.5%	15.8%	13.2%	22.5%	13.9%	15.0%
2	3.8%	0.0%	0.0%	0.0%	1.5%	9.4%	1.6%	2.6%	2.0%	1.0%	1.9%
Not important	0.0%	4.3%	7.7%	0.0%	0.0%	0.0%	2.7%	2.6%	1.6%	1.4%	1.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q25c Fostering a work environment free of all forms of discrimination</u>											
Very important	73.4%	60.3%	69.2%	76.9%	74.6%	65.6%	59.1%	67.5%	59.5%	59.0%	62.7%
4	11.4%	23.5%	15.4%	23.1%	19.4%	9.4%	19.9%	20.8%	18.6%	22.4%	19.4%
Some important	10.1%	11.8%	0.0%	0.0%	1.5%	15.6%	13.8%	5.2%	15.4%	11.9%	11.6%
2	2.5%	1.5%	0.0%	0.0%	1.5%	6.3%	4.4%	3.9%	4.0%	3.8%	3.5%
Not important	2.5%	2.9%	15.4%	0.0%	3.0%	3.1%	2.8%	2.6%	2.4%	2.9%	2.8%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin-istrative services	City man-ager office	City clerk/city attorney	Comm & econ devel-opment	Finance	Fire Rescue	Parks and recrea-tion	Police	Public services	
<u>Q25d Educating employees about compensation and benefits</u>											
Very important	47.5%	40.6%	53.8%	53.8%	44.8%	43.3%	37.4%	45.5%	43.0%	38.6%	41.8%
4	30.0%	31.9%	23.1%	23.1%	38.8%	33.3%	33.5%	33.8%	29.7%	32.9%	32.1%
Some important	18.8%	21.7%	7.7%	23.1%	14.9%	16.7%	20.3%	16.9%	20.5%	22.9%	20.0%
2	2.5%	1.4%	7.7%	0.0%	1.5%	3.3%	6.6%	2.6%	5.6%	2.9%	4.0%
Not important	1.3%	4.3%	7.7%	0.0%	0.0%	3.3%	2.2%	1.3%	1.2%	2.9%	2.0%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin- istrative services	City man- ager office	City clerk/ city attorney	Comm & econ devel- opment	Finance	Fire Rescue	Parks and recrea- tion	Police	Public services	
<u>Q25e Providing more recognition to employees</u>											
Very important	44.3%	39.7%	61.5%	33.3%	53.7%	31.3%	49.2%	50.0%	48.8%	43.8%	46.7%
4	38.0%	38.2%	0.0%	33.3%	23.9%	28.1%	30.4%	35.5%	28.4%	25.5%	29.5%
Some important	13.9%	13.2%	38.5%	33.3%	20.9%	25.0%	16.0%	7.9%	18.0%	22.6%	18.1%
2	2.5%	7.4%	0.0%	0.0%	0.0%	15.6%	1.7%	3.9%	2.4%	4.8%	3.4%
Not important	1.3%	1.5%	0.0%	0.0%	1.5%	0.0%	2.8%	2.6%	2.4%	3.4%	2.3%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Administrative services	City manager office	City clerk/city attorney	Comm & econ development	Finance	Fire Rescue	Parks and recreation	Police	Public services	
<u>Q25f Enhancing professional development opportunities for employees</u>											
Very important	52.5%	42.6%	69.2%	53.8%	59.7%	59.4%	38.5%	56.6%	49.6%	50.7%	49.4%
4	33.8%	48.5%	7.7%	15.4%	34.3%	9.4%	36.8%	32.9%	31.0%	30.1%	32.5%
Some important	11.3%	7.4%	15.4%	30.8%	3.0%	28.1%	20.3%	6.6%	16.9%	16.3%	15.1%
2	2.5%	0.0%	0.0%	0.0%	0.0%	3.1%	2.2%	1.3%	1.2%	1.9%	1.5%
Not important	0.0%	1.5%	7.7%	0.0%	3.0%	0.0%	2.2%	2.6%	1.2%	1.0%	1.5%

Selected Results by Department (EXCLUDING “Not Apply” Responses)

Part IX: Overall Attitudes and Priorities (excluding not apply)

Q25. Using a 5-point scale, where "5" means "Very Important" and "1" means "NOT Important," please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below.

N=1002	Q27 Department work in										Total
	No response	Admin-istrative services	City man-ager office	City clerk/city attorney	Comm & econ devel-opment	Finance	Fire Rescue	Parks and recrea-tion	Police	Public services	
<u>Q25g Promoting strategic vision for organization</u>											
Very important	52.6%	39.4%	69.2%	61.5%	46.3%	37.5%	40.3%	50.7%	35.7%	42.0%	42.2%
4	32.1%	43.9%	15.4%	15.4%	35.8%	37.5%	32.6%	28.0%	30.5%	32.2%	32.3%
Some important	12.8%	12.1%	15.4%	0.0%	10.4%	18.8%	22.1%	16.0%	27.7%	20.0%	19.9%
2	2.6%	3.0%	0.0%	7.7%	4.5%	6.3%	2.8%	2.7%	4.0%	3.9%	3.6%
Not important	0.0%	1.5%	0.0%	15.4%	3.0%	0.0%	2.2%	2.7%	2.0%	2.0%	2.0%